

IMPORTANT SAFETY RECALL

Date: 09/08/25
To: STXDF Ride-On Trowel Owners
From: Multiquip Product Department
Subject: Lifting D-Ring Replacement — **IMMEDIATE ACTION REQUIRED**



Dear Multiquip Customer,

You are receiving this notice because you purchased one or more MQ Whiteman model STXDF ride-on power trowels.

We are alerting you that some STXDF power trowels may have been produced with lifting D-rings that have a high risk of separation during lifting due to weld failure.

What is the risk?

The lifting D-rings are used to support the weight of the trowel during material handling and transport. If the D-ring weld fails while the trowel is being lifted, the trowel may drop suddenly and without warning which could result in property damage, severe injury, or death.

How is this being corrected?

An update kit is available for STXDF power trowels determined to be affected by this issue.

WARNING! IMMEDIATELY DISCONTINUE USE OF THE TROWEL UNTIL THE UPDATE HAS BEEN PERFORMED. FAILURE TO PERFORM THIS UPDATE MAY RESULT IN THE LIFTING D-RING SEPARATING FROM THE MACHINE FRAME, WHICH COULD RESULT IN PROPERTY DAMAGE, SEVERE INJURY, OR DEATH.

Do all STXDF trowels need updating?

No. This applies only to select machines with a serial number identified by Multiquip.

What if I no longer own the trowel?

If you have sold the machine, please inform your customer of the need to make this update and/or forward this Notice to the customer immediately. You may also provide the Multiquip Warranty Department with the buyer's information so we can contact them directly.

How do I obtain a kit?

Contact the Multiquip Parts Department at 800-427-1244 to place an order for the updated kit, part number 45169-SK, which includes two (2) bolt-on lifting D-rings. The necessary parts will be shipped to you upon placement of your order. Use Multiquip's SmartEquip™ online parts-ordering system for faster service.

What is the cost to me?

The parts initially need to be ordered from Multiquip. However, the purchase price and labor will be reimbursed to you according to the terms of our warranty policy.



WARRANTY INFORMATION

Campaign: Reference No. TR20250724

Labor Allowance: 0.75 hour total flat rate for removal and replacement of two lifting D-rings.

- The labor associated with this update will be reimbursed through our warranty program. Multiquip dealers may perform the update, or utilize a Multiquip Authorized Service Center (ASC) for assistance.
- File your claim online via E-Warranty at <http://service.multiquip.com/warranty-support.html> or contact our Warranty Department for assistance at 800-421-1244.
- If you are unable to perform the update, need assistance locating an ASC, or require technical assistance, contact the Multiquip Warranty Department at 800-421-1244.

Your prompt attention to this matter is appreciated. If you have questions, please contact the Multiquip Technical Support Department at 888-661-8992 or techsupport@multiquip.com.

We apologize for any inconvenience or disruption this may cause. Multiquip is committed to providing products engineered to deliver the highest levels of quality, performance and safety.



Service Bulletin

STXDF Lifting D-Ring Replacement

Product Group:	Date Issued:	Expiration Date:	Bulletin No.
Ride-On Trowels	09/08/25	09/08/26	TR20250724

Models/Serial Numbers Affected:	
Model	Serial Number Range
STXDF	See appendix (Table 1)

Details
Problem: Inadequate weld penetration may result in lifting D-ring failure.
Solution: Replace lifting D-rings.

Parts Information

Item	Part No.	Description	Qty.	Comments
1	45169-SK	Service Kit, Lifting D-Ring	1	Includes item #2
2	45169	Lifting D-Ring W/A	2	

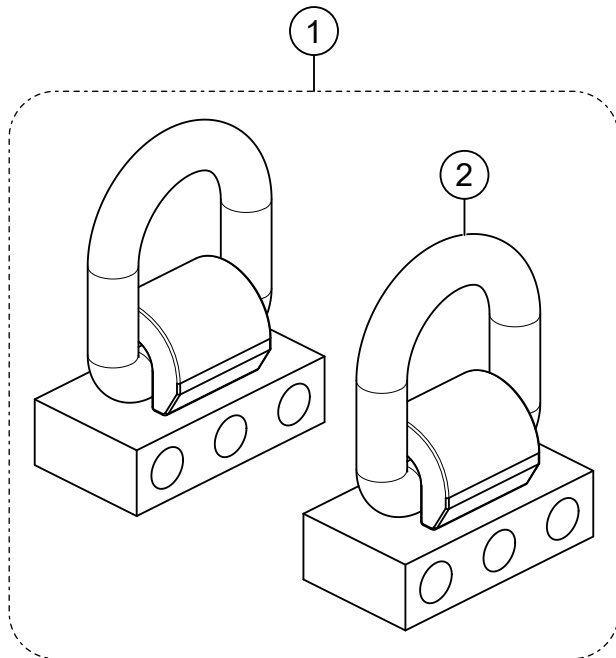
A line drawing diagram enclosed in a dashed rectangular border. It shows two identical lifting D-rings, each consisting of a U-shaped metal ring with a flat, rectangular base plate attached to its center. Each base plate is mounted on a larger rectangular block that has four circular holes along its front edge. A circled number '1' is positioned above the left D-ring, with a vertical line pointing to the top of its U-shaped ring. A circled number '2' is positioned above the right D-ring, with a vertical line pointing to the top of its U-shaped ring.

Figure 1. Lifting D-Ring Service Kit

WORK SAFELY!

Only a qualified service technician with proper training should perform this procedure. Follow all shop safety rules when performing this procedure. If you require technical assistance, contact MQ Technical Support at 888-661-8992.

PREPARATION

Make sure the trowel is turned off and the engine is cool.

REQUIRED TOOLS

- Torque wrench with 1/2" drive
- 18 mm socket

LIFTING D-RING REPLACEMENT PROCEDURE

1. Remove the **two M12-1.75 × 80 hex flange screws** and **two M12-1.75 hex flange nuts** securing either one of the **lifting D-rings** to the **lifting channel** (Figure 2). Discard the lifting D-ring but retain the hardware to use during the next step.

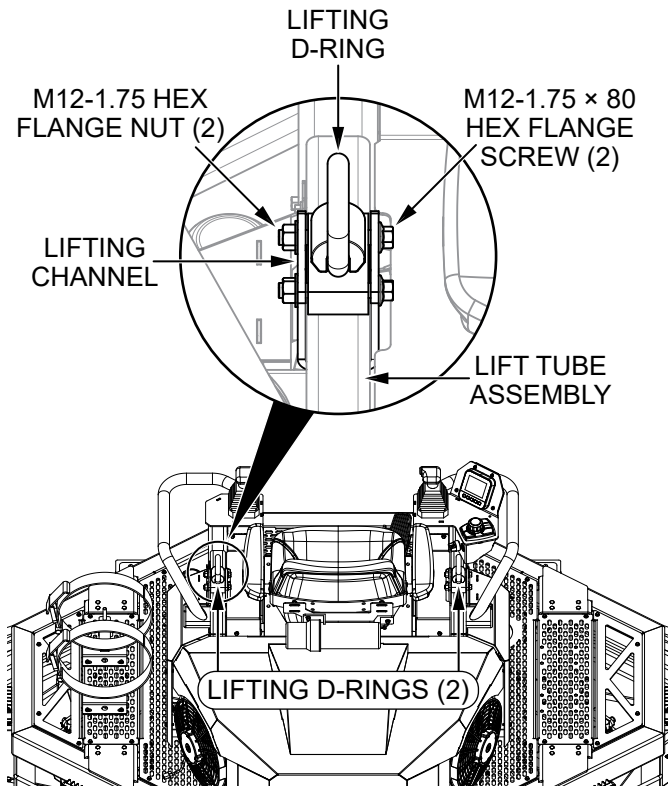


Figure 2. Remove D-Ring Hardware

NOTICE

Hold on to the **lifting channel** while removing the hardware. The possibility exists of the lifting channel dislodging from the **lift tube assembly** (Figure 2) and falling into the interior of the trowel.

2. Use the **two M12-1.75 × 80 hex flange screws** and **two M12-1.75 hex flange nuts** that were removed during the last step to secure a **new lifting D-ring (P/N 45169)** to the **lifting channel**. Torque the screws to **70 lbf-ft (94.9 N·m)**. See Figure 3.

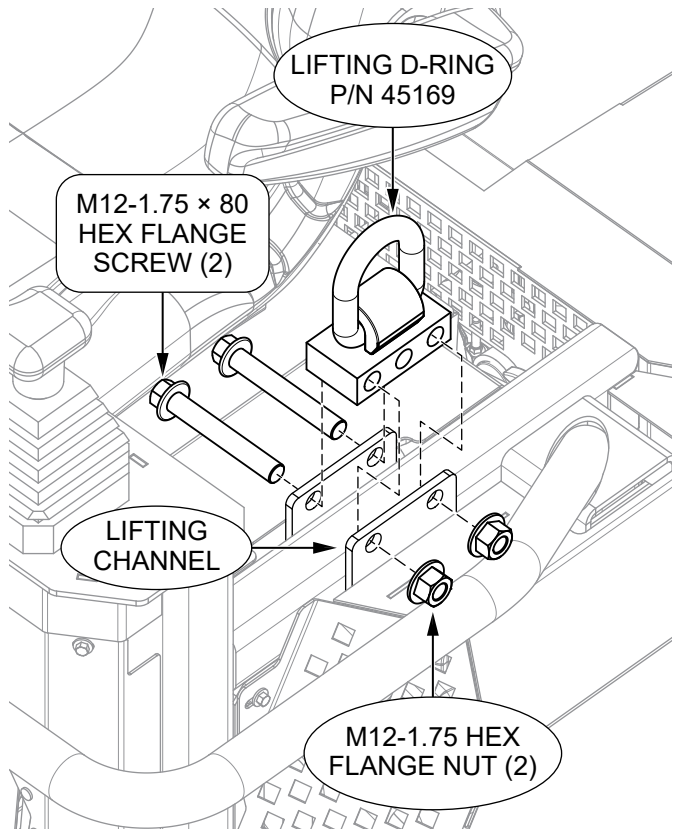


Figure 3. Install New Lifting D-Ring

3. Repeat steps 1–2 for the other lifting D-ring.

APPENDIX

Table 1. Serial Numbers Affected	
Model	Serial Number
STXDF	RL2005938
	RL2005939
	RL2005940
	RL2005941
	RL2005942
	RL2005943
	RL2005944
	RL2005945
	RL2005946
	RL2005947
	RM2005976
	RM2005977
	RM2005978
	RM2005979
	RM2005980
	RM2005981
	RM2005982
	RM2005983
	RM2005984
	RM2005985
	RM2005986
	RM2005987
	RM2005988
	RM2005989
	RM2005990
	RM2005991
	RM2005992
	RM2005993
	RM2005994
	RM2005995
	SA2006051
	SA2006052
	SA2006053
	SA2006054
	SA2006055
	SA2006056
	SA2006057
	SA2006058

Table 1. Serial Numbers Affected	
Model	Serial Number
STXDF	SA2006059
	SA2006060
	SA2006061
	SA2006062
	SA2006063
	SA2006064
	SA2006065
	SA2006066
	SB2006067
	SB2006068
	SB2006069
	SB2006073
	SB2006074
	SB2006075
	SB2006076
	SB2006102
	SB2006103
	SB2006104
	SB2006105
	SB2006106
	SB2006107
	SB2006108
	SB2006109
	SB2006110
	SB2006111
	SC2006140
	SC2006141
	SC2006142
	SC2006143
	SC2006144
	SC2006145
	SC2006146
	SC2006147
	SC2006148
	SC2006149
	SC2006150
	SC2006151
	SC2006152

HERE'S HOW TO GET HELP

UNITED STATES

Multiquip Inc.
(310) 537- 3700
E-mail: mq@multiquip.com

CANADA

Multiquip
(450) 625-2244
E-mail: infocanada@multiquip.com

UNITED KINGDOM

Multiquip (UK) Limited Head Office
0161 339 2223
E-mail: sales@multiquip.co.uk



Table 1. Serial Numbers Affected	
Model	Serial Number
STXDF	SC2006153
	SC2006154
	SC2006155
	SC2006156
	SC2006157
	SD2006187
	SD2006188
	SD2006189
	SD2006190
	SD2006191
	SD2006192
	SD2006193
	SD2006194
	SD2006195
	SD2006196
	SD2006197
	SD2006198
	SD2006199
	SD2006200
	SD2006201
	SD2006202
	SD2006203
	SD2006204
	SD2006205
	SD2006206
	SE2006244
	SE2006246
	SE2006250
	SE2006253
	SE2006254
	SF2006298
	SF2006299